

PLEASE POST CONSPICUOUSLY

LACKAWANNA CIVIL SERVICE COMMISSION

Angelo Pitillo, Chairperson
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Sharon Beres, Secretary
Daniel Hawrylczak, Commissioner

CITY OF LACKAWANNA

EXAMINATION OPEN TO THE PUBLIC

INFORMATION TECHNOLOGY SPECIALIST

Exam No. 21945

\$10.00 Filing Fee
Check or Money Order Only

Open Competitive examination No. 21945, **INFORMATION TECHNOLOGY SPECIALIST** City of Lackawanna.

THE ELIGIBLE LIST RESULTING FROM THIS EXAMINATION WILL BE USED TO FILL ANY FUTURE VACANCIES IN THE TITLE OF **INFORMATION TECHNOLOGY SPECIALIST** IN THE CITY OF LACKAWANNA, LACKAWANNA CITY SCHOOL DISTRICT, AND THE LACKAWANNA MUNICIPAL HOUSING AUTHORITY. SALARIES VARY.

EXAMINATION DATE

April 19-26, 2022

**LAST DATE TO POSTMARK
APPLICATION AND PAYMENT**

April 18, 2022

RESIDENCY REQUIREMENT: Candidates must be legal residents of Erie County at time of application. **PREFERENCE IN CERTIFICATION MAY BE GIVEN TO SUCCESSFUL CANDIDATES WHO ARE LEGAL RESIDENTS OF THE CITY OF LACKAWANNA AT THE TIME OF EXAMINATION AND FOR AT LEAST FOUR (4) MONTHS IMMEDIATELY PRECEDING THE DATE OF THE EXAMINATION. A CANDIDATE'S RESIDENCY MAY BE INVESTIGATED & VERIFIED PRIOR TO APPOINTMENT.** Candidates must have been legal residents of the City of Lackawanna for at least four (4) months immediately preceding the date of the exam and be legal residents of the City of Lackawanna at the time of appointment.

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for maintaining, upkeeping servers and implementing cyber security applications. The incumbent is responsible for installing office software and hardware, resolving basic to complex technical issues on personal computers. Routine and detailed assignments are completed independently. Assignments that are complex in nature may be observed and crosschecked by the immediate supervisor. Does related work as required.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either: Graduation from a regionally accredited college or university with a Bachelor's degree in Information Technology, Computer Security or another comparable field with one (1) year of work experience in the field; Five (5) full years of work experience in the field of Information Technology, Computer Security or another comparable field.

Applications and Tools Used for the Job:

Remote desktop applications; Information Security Risk Assessments; Active Directory; VMWare; PDQ Deploy and Inventory; Wireshark; ESXi; Microsoft Office.

EXAMPLES OF WORK: (Illustrative Only) OPERATES A TYPEWRITER, DATA ENTRY KEYBOARD OR MICRO-COMPUTER IN PERFORMING DUTIES DESCRIBED BELOW: Manage server in person and virtually by configuring backups, updating Active Directory, Group Policy settings, VPNs; Oversee Cyber Security; Resolve complex technical issues for all applications used by employees; Run network cables, crimping and installing cameras; Install new software on personal computers and other office equipment; Update existing software on personal computers and other office equipment; Install new hardware and then recycle old hardware; Perform regular security scans; Run network cable and crimping; Execute security scans and patching vulnerabilities in network; Implement new security policies for the workplace; Set up and Troubleshoot virtual meetings; Related work as required.

COMPLETED APPLICATIONS AND PAYMENT MUST BE <u>POSTMARKED</u> BY FRIDAY, APRIL 18, 2022

REQUIRED KNOWLEDGES, SKILLS, AND ABILITIES: Thorough knowledge of computer networks, server installation and upkeep, and cyber security; good knowledge of office terminology, procedures and equipment; good knowledge of remote desktop applications, Information Security Risk Assessments, Network Cabling and Crimping, Security Scans, Active Directory, Microsoft Office, VMWare, PDQ Deploy and Inventory, Wireshark, ESXi; strong organizational, interpersonal, written and verbal communication skills; ability to read and understand complex oral and written directions; ability to establish and maintain effective working relationships with others; ability to handle confidential material; ability to exercise discretion and sound judgement; ability to work independently; ability to work in a team environment; ability to handle multiple tasks and meet deadlines; a high degree of accuracy; good attention to detail; initiative and resourcefulness; tact and courtesy; physical condition commensurate with the demands of the position.

Test Description for: Information Technology Specialist

Examination Number: 21945

Rated Evaluation of Training and Experience

You will complete a questionnaire that asks for specific information on your information technology education (formal degrees, IT-related training courses, certifications) and experience. You will also be asked to briefly describe a significant achievement in each of the job's areas and to provide the name and contact information for someone who can verify your information. The information you provide about your experience will be rated against the following areas:

Qualifying Tests:

Qualifying Multiple-Choice Test of Logical Reasoning and Interpreting Instructions for Computer-Related Positions

These questions test for ability to reason logically and interpret instructions in a computer-related context. They cover verbal and quantitative reasoning, flowchart interpretation and applying written directions. The verbal and quantitative reasoning questions include logical implications (e.g., if A and B, then C) and relations (e.g., greater than). Knowledge of addition, subtraction, multiplication and division is necessary, but neither mathematical sophistication nor computational speed is needed. The flowchart interpretation questions require prior knowledge of flowchart conventions. The interpreting instructions questions provide the instructions and specific rules for applying them. All the information needed to answer the questions is presented with the questions.

Qualifying Simulation Test on Working Effectively with Others to Solve Job-Related Problems

This test requires candidates to assume the role of a staff member in an Information Technology work group who is working with colleagues during a time of change in policy or procedure, in a particular agency. During the test, candidates will be required to deal with obstacles within the working environment, which includes peer relations and the demands of handling multiple tasks. Candidates will be required to demonstrate the ability to be flexible, creative and persistent as a team player. They will also need to demonstrate the ability to cooperate, show initiative, and establish positive working relationships with peers and administrators.

Qualifying test scores may be banked and applied to future examinations for titles that require the same test plan.

Special Requirement for Appointment in School Districts and BOCES: Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

Background Investigation: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprinting check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

Veterans: Disabled and Non-disabled veterans as defined in Sec. 85 New York State Civil Service Law, will have 10 and 5 points respectively added to an earned passing score on the exam. You should claim these credits when you file your application (file application for veteran's credits and present a copy of DD214 Military Discharge) but you have the option to waive the credits any time prior to appointment. If you have already used these credits you may not use them again. **Special Notice to Active Duty Members of the Armed Forces:** Effective 1/1/98 the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. No credit may be granted after the establishment of the list. It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of the Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.

In accordance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

Military Service Members: If you apply for an examination during the filing period but are on active military duty on the date the examination is scheduled, you may request a military makeup examination. Contact the Lackawanna Civil Service Commission for more information. If you are on active duty or discharged after the filing period has begun, you may apply for the examination up to ten days before the test date.

Saturday Religious Observer: Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, check the box under "Religious Accommodation." We will make arrangements for you to take the test on a different day.

Persons with Disabilities: If special arrangements are required for testing, indicate this on your application.

How to Apply: Applications are available to print from home, online <http://lackawannany.gov/government/civil-service/>. Application and payment must be **POSTMARKED by APRIL 18, 2022**. Please send to: Lackawanna City Hall, 714 Ridge Road, Room 213, Lackawanna NY 14218. ***If you are unable to print an application you must include the basic minimum information with your payment: Full Name, Phone Number, Email (optional), Mailing address, Exam Number, Exam Title, Date of Exam, Last 4 digits if your Social Security Number, Date of Birth, Check/Money Order number, and you must describe your work experience that meets the minimum requirements (name of business, length of employment, exact title and duties), sign and date the information.***

Application Fee: NYS has mandated that a fee of \$10 is required for each separately numbered examination for which you apply. The required fee must accompany your application. **Send check or money order** made payable to: CITY OF LACKAWANNA and write the examination number(s) on your check or money order. **DO NOT SEND OR BRING CASH.** As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.

Application Fee Waiver: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. **All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee**

waiver, complete a “Request for Application Fee Waiver and Certification” form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement. A copy may be obtained at the Lackawanna Civil Service Office, 213 City Hall, Lackawanna, NY.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center.

Provide Civil Service Commission in writing of any changes in address or telephone number as soon as possible. Notifying the Post Office to forward mail is not effective to ensure that notices for examinations or appointments will reach you. Please request a change of address form from the Civil Service Commission Office by calling 716-827-6467 or email civilservice@lackny.com.

ADMISSION TO EXAMINATION: Notice to appear for the test will be conditional, as review of application for minimum requirements may not be made until after the written test. Call or write this Commission if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

BY ORDER OF:

LACKAWANNA CIVIL SERVICE COMMISSION

Publish: 03/07/2022